

**CENTRAL SURGERY
PATIENT GROUP MEETING
7th MARCH 2022**

Present: Jenny Young, Joy Das, Janet Search, Dave Manser, Liz Scott, Sally Ruddy, Heather Riches, Valerie Simmons, Maxine Tilley

		Action
1	Apologies for Absence: Verina Pettigrew, Perdi Squire, Dr Kearns	
2	Minutes of 7th February for Accuracy: No amendments	
3	Responses from Liz: <ul style="list-style-type: none"> • The survey for the new telephone system has been completed and the surgery is now waiting for a decision from the CCG. • Liz confirmed that the texts for early prescription requests were now being sent out, although she could not confirm how consistently. • No items for the Newsletter. 	
4	Partners Meeting: Raj, clinical pharmacist, has now left. The surgery has received some information about 4 th Covid vaccinations for over 75's. They are likely to be given at Primary Care Network level, possibly GP surgeries, rather than large vaccination centres but there is no further detail at present. There is some concern about the new GP contracts and there has been no further information on the Health Secretary's announcement on GP practices being managed by hospital trusts. The new surgery has been nominated for an architectural award in the Eastern Region.	
5	106 Money: The request is being dealt with by the CCG and no further information is available.	
6	Patient Group Review Meeting: This will be held on 15 th March at 3pm in the surgery meeting room. Jenny asked all members to think about where they saw the group going and any ideas for further development.	All Members
7	Patient Survey: This has been completed and will be sent out this week.	LS
8	Letter of Communication to Patients: The surgery will compile it's own letter once further information on Covid has been received from NHS England.	
9	Carers' Champion Update: Jane Brown (Carers in Herts) is now visiting the surgery on 15 th March. Jenny had sent some information to Sharon about support given to carers during Covid.	
10	End of Life Care: Jenny had looked at Central Surgery website for information and it only advised for the patient to contact a GP. Verina was unable to give an update as she was not present but said Liz had agreed to provide information on what the surgery do for End of Life Care. Maxine had sent Verina some information, which Liz and Sally wanted to look at. Maxine agreed to send them what she had researched. Sally's niece, Clare Fuller, does a weekly podcast on Advanced Care Planning, which could be a useful resource. Sally gave Liz the details.	MT
11	External Meetings: <ul style="list-style-type: none"> • Jenny had circulated notes from the meeting on the Integrated Care System (ICS). Liz has raised the concerns PPG's expressed regarding the lack of patient involvement in the ICS at a GP locality meeting. Maxine agreed to send Liz the report from The Kings Fund on integration. 	MT

	<ul style="list-style-type: none"> At the newly formed Community Assembly (hosted by HealthWatch and the CCG) it was stated that E & N Herts are not engaging with a diverse enough community and ways of improving this were discussed, with ideas to bring new members and ideas into the discussions. The Tavistock Institute: Jenny has been doing some online training sessions as a carer representative. This is part of training for Social Care and Health professionals with findings reported back to HCC. The questions posed were “ what does it look like when we are doing things well? ” and “what does it need to get us there?” 	
12	<p>Patient Group News and Media: The March edition was circulated on 1st and is on the website but not on Facebook. The full edition was included in The Link and the Hallingbury News.</p> <p>Valerie had circulated a draft of the April Newsletter prior to the meeting. Sally made amendments to the information on Blue Badges.</p> <p>For the May edition, Valerie has included the surgery and pharmacies’ opening hours for the late May Bank holiday. Dave will send Valerie a piece on the re-opening of face to face contact at the Carers’ Hub. It was also agreed to include information on the Bereavement Café.</p> <p>Liz will do a small survey at the front desk to ask whether patients read the Newsletter.</p>	LS
13	<p>Actions Not Met:</p> <ul style="list-style-type: none"> Liz to provide information held in the surgery on End of Life Care. 	
14	<p>Any Other Business:</p> <ul style="list-style-type: none"> Verina had sent Jenny details on the waiting time she experienced in the telephone queue. Liz said that the new telephone system, with a ring back facility, should make things better. Valerie raised the question of continuity of care for patients with an ongoing condition. Liz said that it was difficult for the receptionists to ensure this happened but that patients could ask for a follow up with the same GP. It was acknowledged that this was good practice but it is not always possible to achieve. Liz will write a piece on continuity of care for the next Newsletter. Blood tests: A patient had made an appointment for a specific type of blood test online for H&E Hospital. On arrival at H&E hospital, the patient was told that they could not do it as the blood had to be sent to the pathology lab within a limited time frame. Jenny thought that the surgery ought to be made aware of this. This led on to a discussion about patients not being able to have an x-ray done as the request was on the wrong colour form. With electronic referrals, this should not be a repeated occurrence. The website review meeting has been set for 21st March at 3pm. Jenny asked for those attending to have looked at the site prior to attending and to bring suggestions for improvement. Liz will look at South Street Surgery as Jenny had found it very clear and easy to navigate. The AGM will be held on 12th May at 7.00pm in the Memorial Hall. Jenny proposed that she gives a brief report on the last year of the PPG. Dr Kearns will give a talk to include what services are available at the Surgery and Doug, Bell Pharmacy, will give a piece about the role of the community pharmacy. Valerie asked if some copies of the Self-Help booklet could be available and Liz will have some laptops available during the interval. The second half of the meeting will be devoted to a 	LS

	<p>Q&A session. Liz will get some flyers made to advertise the meeting around Sawbridgeworth.</p> <ul style="list-style-type: none"> • Heather gave some feedback on a good service provided by a member of staff for a 97year old patient. • Complaints Meeting: Liz will send some suggested dates to Jenny and Maxine • Liz will complete a new Action Plan after the AGM. 	<p>LS</p> <p>LS</p>
15	Date of the next meeting: 4th April 2022 at 6.15pm	